

Third Way uses electronic, shared documents to reduce waste, cut costs, and maximize convenience. This system gives us the ability to share information easily and instantly. To make sure that you can use this system to its fullest, here are a few tips.

1. **You will need Internet access.** The documents that we use throughout our process will be sent and shared over the Internet. This means that you will need some form of Internet access to access them. If you have Wi-Fi at home or at work, that will work fine. If not, using the free Wi-Fi at a public library or coffee shop will certainly work; you won't be the only patron typing away at Starbucks, so nobody will think anything of it. A data plan through a cellular phone carrier will also work; our documents will use very little data.
2. **Use the best device.** It is strongly recommended that you use a laptop or desktop computer to read and complete all of our documents. Some of the forms and paperwork will require a *lot* of reading, which can get very tiresome on a tiny screen. Documents like the Divorce Workbook require typing in a significant amount of information, which can be difficult on a touch keyboard. Last, but not least, we assume that you will have access to certain (free) software that may work differently on a mobile device. However, if all you have is a phone or tablet, you *can* use all of our documents on them! Just be aware that it might not be the best experience.
3. **You may print one copy.** We understand that some folks prefer working with paper. Each party in a Mediation is allowed to print a *single copy* of our documents for their own use or reference. *These physical copies may not be shared or distributed.* For example, if you find it easier to fill out a physical Divorce Workbook, or to complete physical Training Worksheets, you may download a copy, bring the file to Staples, and print a copy. Keep in mind that this may not be cheap; the Divorce Workbook, for example, is over 50 pages. You will also *still* need to enter the information electronically to share it with your Mediator/ Trainer. (In a pinch, everything can be done the old-fashioned way on paper and snail-mailed back and forth. However, there may be an additional cost, since this approach takes **much** longer for your Mediator/ Trainer.)
4. **Standard software is best.** If you choose to use alternative, exotic, or FOSS programs, that's great. However, be aware that this may cause the occasional glitch in the use of our documents, which are designed to use a specific set of widely-available software. We recommend:
 - a. **Windows** or MacOS (common Linux distros should also be fine)
 - b. **Adobe Reader** for .pdf files (you may be able to open them in your browser)
 - c. **Microsoft Office** for .docx and .xlsx files (free Microsoft 365 Accounts available; in a pinch, Google Docs or Libre Office will work, though some features may not)
 - d. **Chrome**, Google, Safari, or Firefox browsers
5. **Third Way is not tech support.** While we will do everything that we can do make the process work smoothly, we cannot offer tech support to individual users in order to troubleshoot software and hardware issues. Likewise, we *cannot* create step-by-step instructions for the thousands of combinations of devices, operating systems, software, and versions that our parties might use. If you have questions, or encounter difficulty, please send an email to mark@thirdwaycr.com and your Mediator/ Trainer with "SUPPORT" in the subject line. Describe the problem, and we will do our best to help.

Working with Electronic Signature Documents

Third Way uses electronic documents with electronic signatures. Electronic signatures have the same legal status as handwritten signatures throughout the United States, thanks to the E-Sign Act and the Uniform Electronic Transactions Act (UETA). That said, keep in mind that some organizations (including local courts) still often require physical signatures; particularly when a document must be notarized. (In New York State, the Notary's signature must be "in wet ink" on a paper copy.)

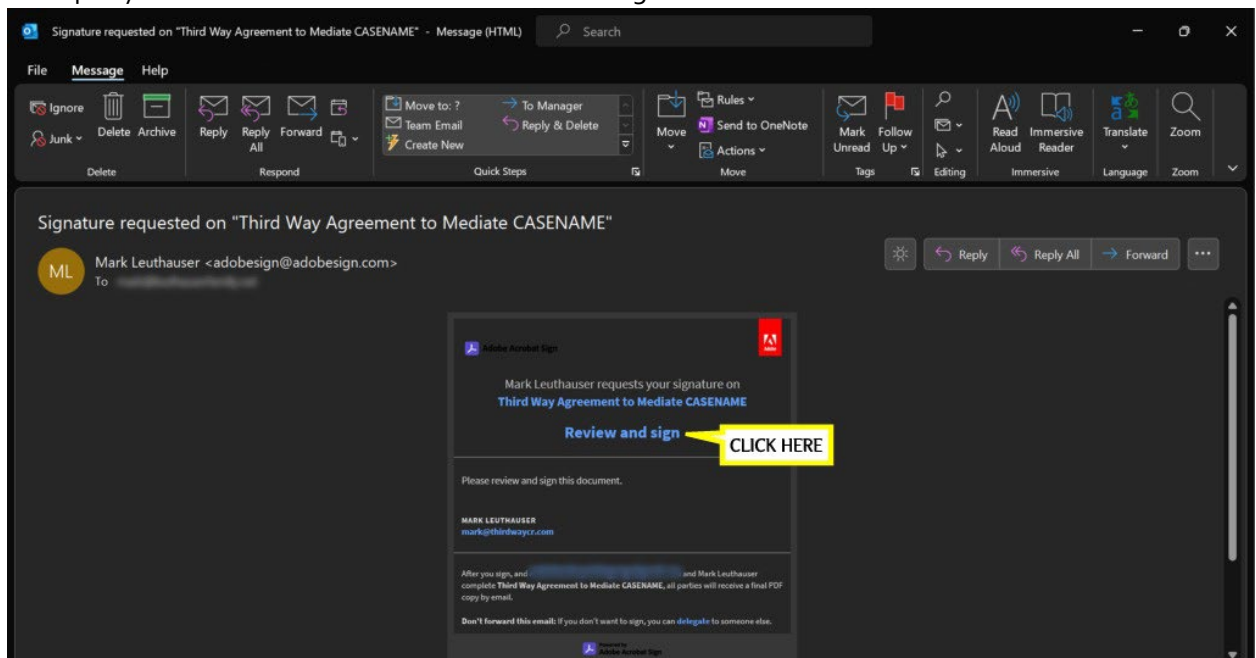
You **do not** need a touchscreen or stylus to sign an electronic document. If you have them, however, you can make your electronic signature *look* like a handwritten one, which some people like.

Generally, when a document requires electronic signatures, Third Way will use Adobe's Portable Document Format (a .pdf file). **We strongly recommend that you use Adobe's own Reader software to sign these documents.** We're not getting paid by Adobe or anything; we just see a **lot** fewer issues this way.

You can download Adobe's software at <https://get.adobe.com/reader> if you don't have it.

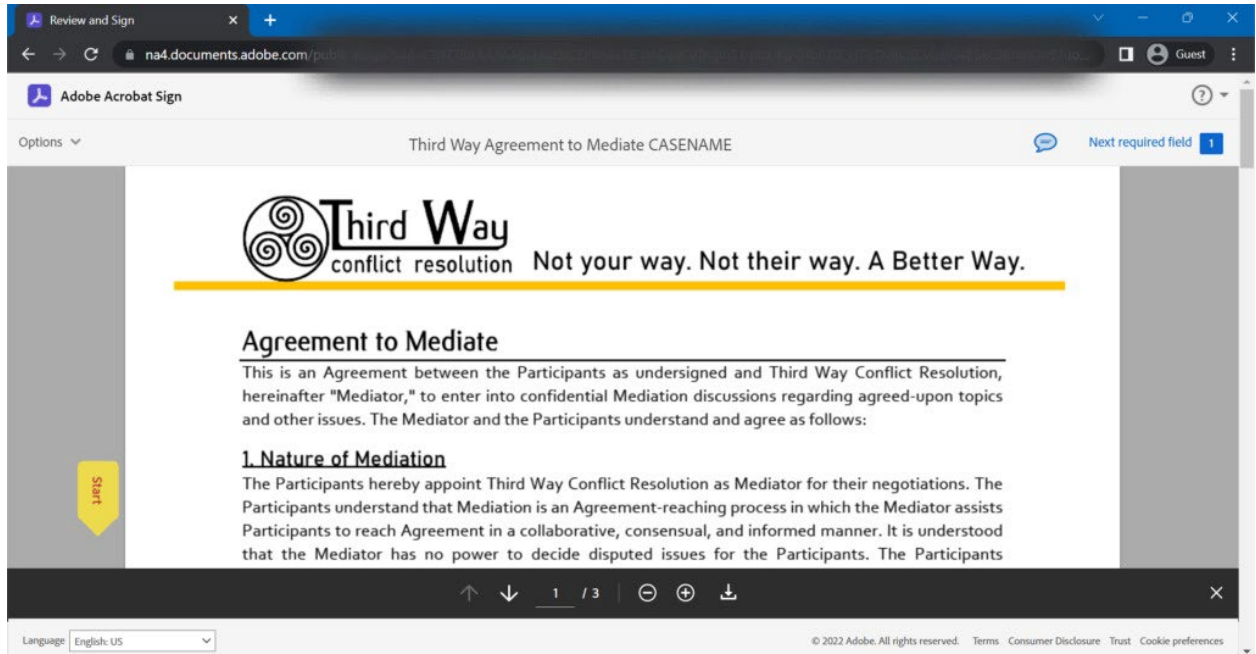
If you are having difficulty using the electronic signature fields on our documents, this guide should help. Follow the steps below. (This example uses our Agreement to Mediate, but the process is the same for all of our documents.)

1. **Find your share link.** The document will be stored in the cloud in Third Way's electronic repository. To access the document, your Mediator or Trainer will email you a link that you can follow to access the document. Because it is sent from the Third Way website, this message may end up in your Junk Mail folder. It will look something like this:

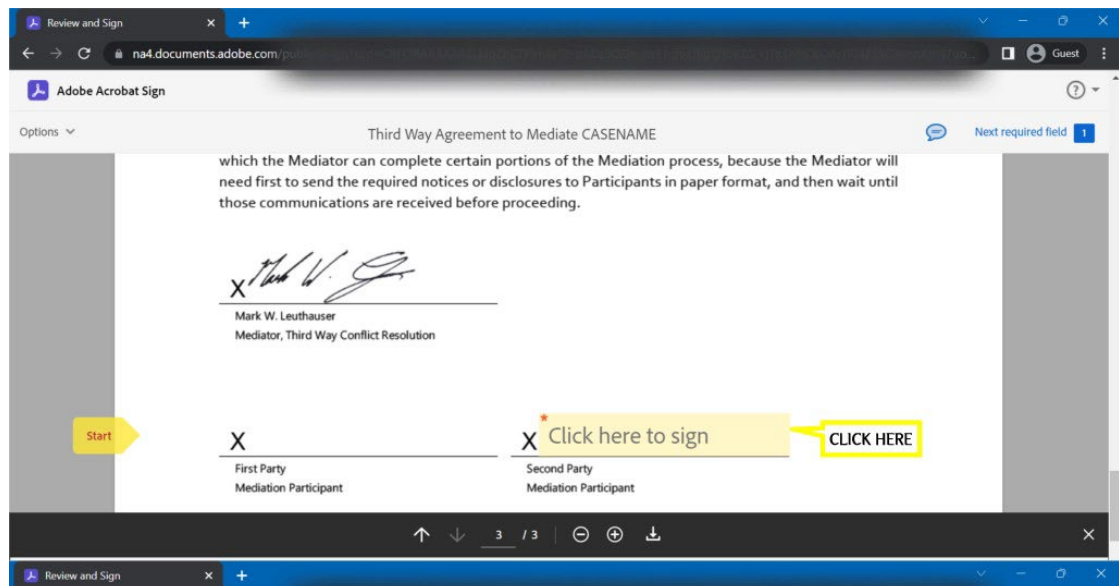


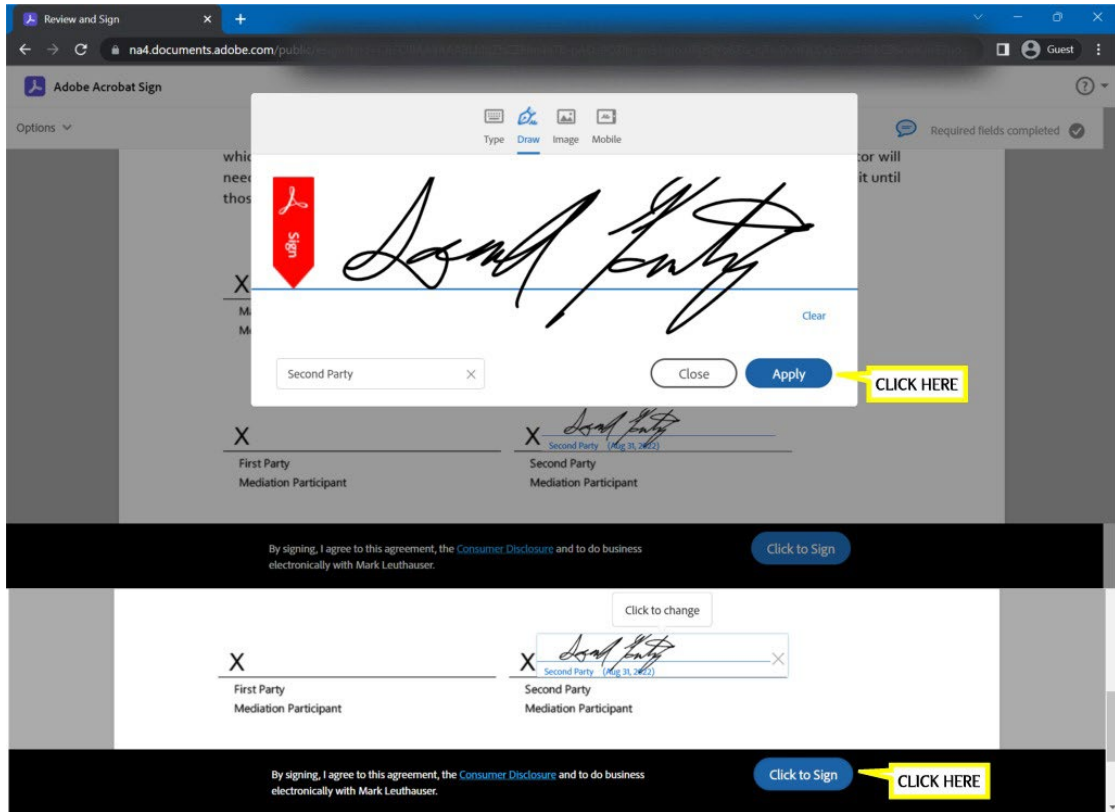
2. **Access the document.** To access the document, click on the "Review and sign" link. Your device will then open the Third Way cloud website in your browser. (Your device may ask you

permission to do this.) You should be looking at a preview of your document in the Microsoft 365 system, where you can read it. It will look like this:



3. **Sign the document.** To actually *sign* the document, you will need to:
 - a. Scroll down to the end of the document, where the signature lines are located.
 - b. Locate **your** signature line, which will be highlighted and say "Click here to sign."
 - c. Click the field and type your **full** name. (If you wish, you can also opt to draw your signature on your touch screen or upload an existing image of your signature.)
 - d. Click [Apply].
 - e. Click [Click to sign].
 - f. That's it! You can download a copy of the document with your signature by clicking the on-screen link. Once all parties have signed, a final copy will be sent to you via email.





Working with Electronic Fillable Documents

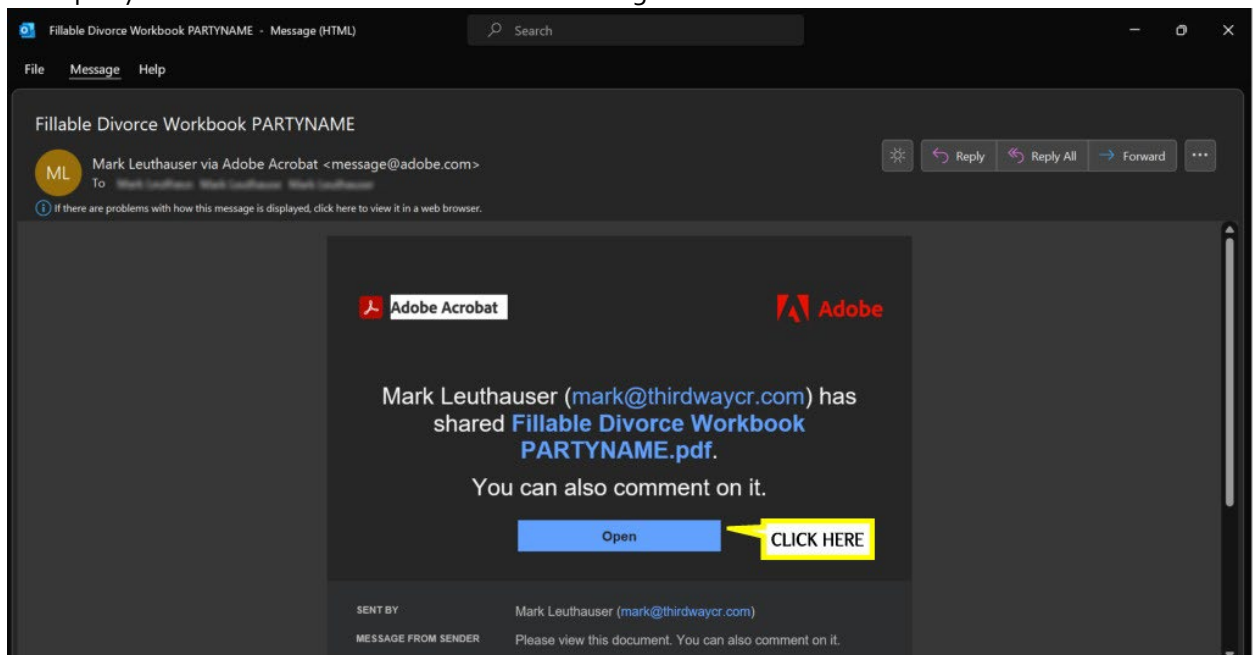
Third Way uses electronic, shared documents that are fillable on-screen. This allows you to share information with your Mediator or Trainer **without** needing to physically send documents back and forth.

Generally, when a document requires filled-in information, Third Way will use Adobe's Portable Document Format (a .pdf file). **We strongly recommend that you use Adobe's own Reader software to fill these documents.** We're not getting paid by Adobe or anything; we just see a lot fewer issues this way.


You can download Adobe's software at <https://get.adobe.com/reader> if you don't have it.

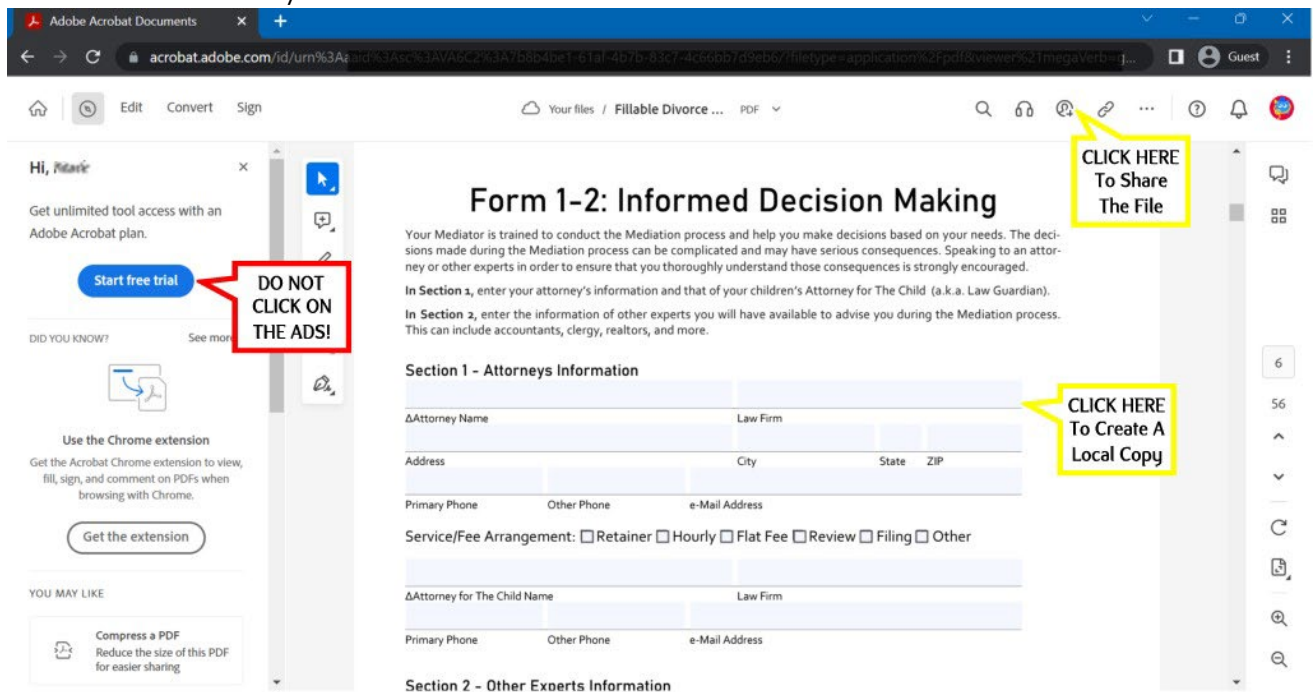
If you are having difficulty using the shared, fillable versions of our documents, this guide should help. Follow the steps below. (This example uses our Divorce Workbook, but the process is the same for all of our documents.)

1. **Find your share link.** The document will be stored in the cloud in Third Way's electronic repository. To access the document, your Mediator or Trainer will email you a link that you can follow to access the document. Because it is sent from the Third Way website, this message may end up in your Junk Mail folder. It will look something like this:



2. **Sign In or Create an Account.** You must have an Adobe account to save and fill in your documents. If you already have one, great! You can use it. If not, you will be prompted to create one. (An Adobe account is free; if anything tries to "upsell" you, please ignore it.)
3. **Save a Copy.** To actually make changes and fill in the workbook, you will need a "local" copy unique to your Adobe account. To do this:
 - a. Scroll down to a fillable form field (highlighted in a very light blue) and click it.
 - b. Click [Create a Copy].
 - c. A new copy, unique to you, will open. Fill in all of your information.

- d. Changes that you make will be automatically saved.
- e. You can get back to your workbook and continue working at any time by going to <https://acrobat.adobe.com/link/documents/files/>
- f. When you are finished, and want to send the results back to your Mediator, click the “Share with Others” icon at the top of your screen: 
- g. Enter the email address of your Mediator and click [Invite]. They will receive a link that lets them view your workbook.



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Form 1-2: Informed Decision Making

Your Mediator is trained to conduct the Mediation process and help you make decisions based on your needs. The decisions made during the Mediation process can be complicated and may have serious consequences. Speaking to an attorney or other experts in order to ensure that you thoroughly understand those consequences is strongly encouraged.

In **Section 1**, enter your attorney's information and that of your children's Attorney for The Child (a.k.a. Law Guardian).

In **Section 2**, enter the information of other experts you will have available to advise you during the Mediation process. This can include accountants, clergy, realtors, and more.

Section 1 - Attorneys Information

Attorney Name	Law Firm		
Address	City	State	ZIP
Primary Phone	Other Phone	e-Mail Address	

Service/Fee Arrangement: Retainer Hourly Flat Fee Review Filing Other

Attorney for The Child Name	Law Firm		
Primary Phone	Other Phone	e-Mail Address	

Section 2 - Other Experts Information

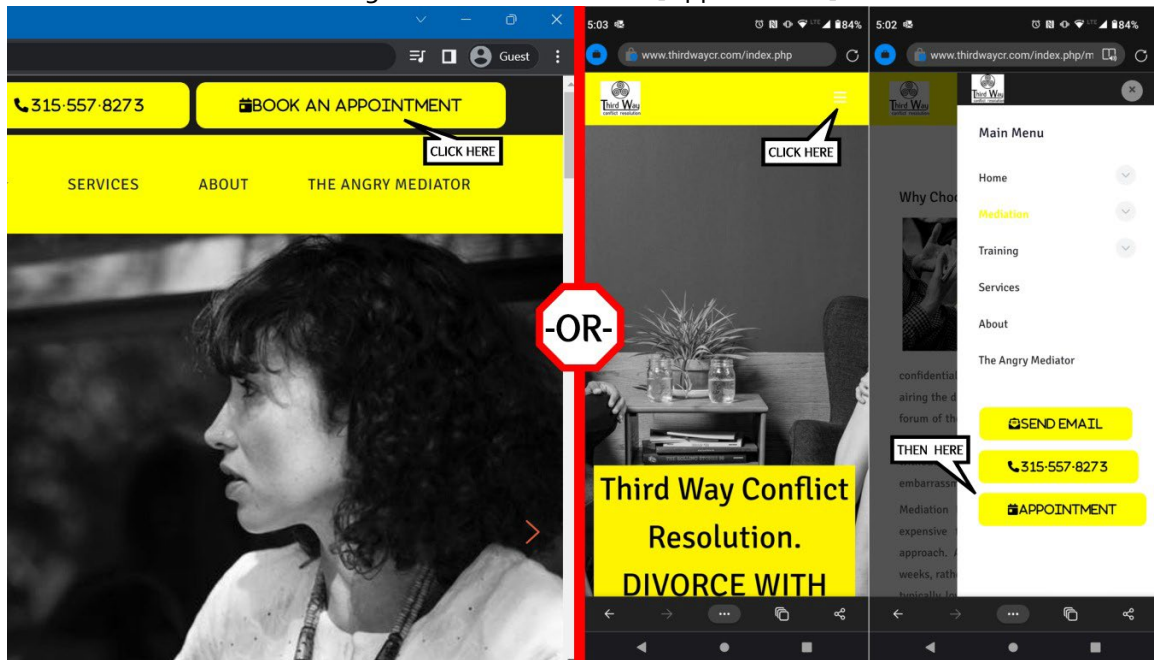
CLICK HERE To Share The File

CLICK HERE To Create A Local Copy

Scheduling An Appointment Online

Third Way uses Microsoft Bookings to make all appointments online. This way you can book any time, anywhere, at your convenience. To book an appointment:

1. **Go to the website.** The address is <https://www.thirdwaycr.com>. On a desktop or laptop, the [Book an Appointment] button will appear right at the top of the page. On a phone or tablet, you will need to click the “hamburger menu” and then the [Appointment] button.



2. **Choose a Service.** Options, and their prices, are available at the top of the screen.
3. **Select a Date and Time.** Click a date on the calendar, then a time to the right. (If you have already been assigned a Mediator, you can select them from the drop-down. Otherwise, leave “Anyone” selected.)
4. **Add Your Details.** Enter your name, email, and phone number.
5. **Provide Additional Information.** Enter your spouse’s name, email, and phone number.
6. **Click [Book].** You should receive a confirmation message with your appointment information. **You must forward this message to your spouse.** The Automated system **only** sends a response to the person who booked the appointment.
7. **Pay Online.** You should receive an Invoice from Third Way Conflict Resolution in your email, allowing you to pay the advance fee for your appointment. You may follow the link and pay the entire amount. If you and your spouse are dividing the fees, you may forward them the email and each make a partial payment.